

# THE RELAY

ROSEBURG • EUGENE • BROOKINGS • NORTH BEND

## 2017 Douglas County Veterans Day Parade



A special thank you goes out to our great staff who helped put together this years Veterans Day parade float for the Roseburg VA Health Care System. With an overwhelming show of support from our community, this years parade was very successful and featured over 100 floats.

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### The parade best float winners included:

Best Veteran Float: Roseburg High School Class of 1957

Directors Choice: Glide Middle School

Color/Honor Guards: Military/ROTC - Charlie Company Color Guard - 1-186 Infantry

Check out more photos on our [Facebook page](#).



U.S. Department  
of Veterans Affairs

QUEST

## Project Updates

Project	Goals and Accomplishments
<b>Committee Structure</b> Jun 2016—(open)	Decrease staff hours spent in meetings by 25% by 9/30/16. <i>Piloting new tools and new structure. Expect to close w/in 30 days.</i>
<b>PACT Same Day Access</b> Nov 2016—Sep 2017	Improve same day access for primary care patients from 67% to 100% by 12/31/2016. <i>Goal met for same day access.</i>
<b>SATP Programming</b> Nov 2016— Oct 2017	Increase utilization of all levels of substance abuse treatment and decrease over-reliance on RRTP. <i>New programs launched and progressing well.</i>
<b>PTSD Programming</b> Nov 2016—Oct 2017	Increase utilization of all levels of PTSD treatment and decrease in over-reliance on RRTP. <i>New programs launched and progressing well.</i>
<b>Admissions</b> Jan 2017— Oct 2017	Decrease time from decision to admit to patient's arrival on the unit by 20% by 4/30/17. <i>Decreased time from decision to admit to patient's arrival on the unit.</i>
<b>Transitional Housing Program</b> Mar 2017—Oct 2017	Improve transitional to permanent housing, Veteran employment at exit of program, and Veteran non-employed income. <i>Increased transitional to permanent housing and employment at exit.</i>
<b>HCHV Outreach</b> Mar 2017—(open)	Increase engagement of unsheltered to 80% and improve staff morale and patient satisfaction by end of FY2017. <i>Testing changes and gathering data.</i>
<b>Culture of Safety and Respect</b> Mar 2017—(open)	Improve employees responding to survey and employee satisfaction by 25% by 6/30/17. <i>Finalizing policy revision. Improvement in 3 of 4 metrics.</i>
<b>HR Hiring Process</b> Apr 2017—Sep 2017	Reduce the time from Position Management Committee (PMC) approval to job posting from 45 days to 12 days by 7/31/17. <i>Average number of days from PMC approval to job posting down 6 days.</i>
<b>Supervisor Training</b> Apr 2017—(open)	100% of all new and current supervisors complete training within 1 year to improve the quality of management and supervisor Training. <i>Finalizing implementation (target go-live deferred to 2018).</i>
<b>Communication Technology</b> May 2017—(open)	Optimize set-up for all main conference rooms for Roseburg VA Health Care System. Team finalizing equipment proposal. Met target for optimizing main conf. rooms.
<b>Quality Communication</b> May 2017—Oct 2017	Increase staff knowledge of improvements by 25% by 8/31/17. <i>Increased staff knowledge of improvements by 21%.</i>
<b>ACSC Hospitalizations</b> Jun 2017—(open)	Decrease hospitalizations for heart failure. <i>Testing changes.</i>
<b>Med. Rec. (APU/RRTP)</b> Jun 2017—(open)	Discharge summary medication list will match the discharge medication list with greater than 90% compliance by September 1, 2017 <i>Testing changes.</i>
<b>Just Culture</b> Sep 2017—(open)	Improve Just Culture principles as evidenced by increase in near miss reporting for patient safety of 20% from front line staff by Nov 1, 2017. <i>Finalizing completion plan.</i>

# VETERAN Perspective

By: Sandra Kidd

LaDon Snyder has been a patient at the Roseburg VA Medical Center for the past five years and is currently staying in the Community Living Center until he is done with his antibiotics.

An Air Force Veteran, LaDon served from 1969-1973 and was stationed in Mt. Home AFB, ID and Holloman AFB, NM and also supported the Vietnam war while being stationed in Ubon and Takhli, Thailand for a total of two years. He worked as an Air Intelligence Operations Specialist (20470).

LaDon grew up in Azalea, OR and still lives there. When he got out of the Air Force and returned home, he went back to school at Umqua Community College and eventually took over the Farmers Insurance office in Drain. He ran that office for about 16 years. Later he trained to become a medic and worked at 7 Feathers casino for 20 years before he retired. LaDon is married and has a son that lives in Roseburg and a daughter that lives in Portland.

LaDon recalls the bad times at Roseburg VA saying, "The attitude here had problems and then about 2.5 years ago Doug Paxton (Roseburg Medical Center Director) showed up and the whole attitude started changing. Drastically changing!" This is his first visit to the Community Living Center, he normally visits the Gold Clinic, and says, "they are providing sterling

care for me." A lot of it has to do with being willing to communicate.

When he used to come in, he felt the employees weren't friendly or particularly helpful. Now they say hello and ask if they can help you, even walking you all the way to where you are going. He credits all the positive changes to Mr. Paxton saying, "He just gets things done!"



Several of his friends have said negative things about VA and Roseburg VA in particular, not understanding why he would choose to get his care here. Over the past week, he has had many of those friends visit and he has been able to change their minds about VA and the care he receives here. LaDon thinks that his feelings about Roseburg VA should have more weight than others, since he was a medic and can be very picky about his medical care. He says now that if people start to talk bad about us, "I'm in attack mode." After all, many of the employees here are

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Veterans themselves, he thinks, “the employees area a good bunch. They are Vets, they are proud of their jobs, and they take excellent care of the Veterans” in their charge.

For fun, LaDon is a HAM radio operator and is a member of the Umpqua Valley Amateur Radio Club.



## Roseburg National Cemetery—Quarterly Service November 16, 2017





## Disasters and Tears

By Shanon Goodwin

On September 20, 2017, Hurricane Maria started its path of devastation through Puerto Rico. A clear majority of the infrastructure was destroyed by this catastrophic event leaving the citizens with nothing. "The National Weather Service observes maximum sustained winds of 155 miles per hour, making Maria the first Category 4 cyclone to hit the island since 1932." (Meyer, October 2017). After the storm faded away it became clear that a lot of assistance would be needed for this destroyed country.



Among those mobilized to assist in the aid efforts of Puerto Rico were the Roseburg VA's very own staff. Dayna Kaney, Ryan Binford, Ben Busey were mobilized with short notice from DEMPS. This team would find themselves there from October 3-17, 2017 providing both medical and support services. Amber Combes is another of our dedicated Emergency Room nurses to follow this team once they returned.

Ryan was assigned the duties of EMS Supervisor for this mission, however, when he arrived at the colosseum in Manati, Puerto Rico he would find that he was the sole housekeeper for about

160,000 sq. ft. of the colosseum. This area consisted of four restrooms, one patient restroom, general area and the sleeping areas. His first thoughts of the situation were that of shock, he stated 'the news and media did not capture the true impact of the hurricane'. Having to beg, borrow, and steal for cleaning supplies Ryan was determined to do his job to the best of his abilities and keep his areas clean. In an interview with a Dayna who is a nurse from Roseburg also she stated 'we could not of have done it without Ryan, he did a great job'.

Dayna is one of our Home Telehealth nurses' who went to Puerto Rico to work as a front-line nurse. She has never deployed before and was not sure what to expect from a situation like this.

The colosseum was set up to run like a MASH unit. After the clinical teams were set up they had 15 ventilator patients, 12 patients on oxygen, and an average of 54 patients around the clock. For the evening shift, which is what Dayna was on they had to take care of this

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workload had to be shared between 10 clinical staff. To make matters worse the building was run on generators which general power was shut down during the night forcing the clinical staff to perform their duties with nothing but head lamps and flashlights. Occasionally, the generators ran out of fuel and the teams had to step up their activities to take care of the ventilator patients and give them oxygen by hand until power was restored.

To add to the already insurmountable challenges the staff faced in trying to care for everyone in need Dayna was also dealing with her own issues in her current battle with cancer. Like most nurses, Dayna's first care is for her patients so she put her own personal issues on the back burner. "I can't make myself feel good so I wanted to make others feel better" said Dayna. This seemingly simple statement is powerful in itself and shows the dedication nurses have in caring for patients.

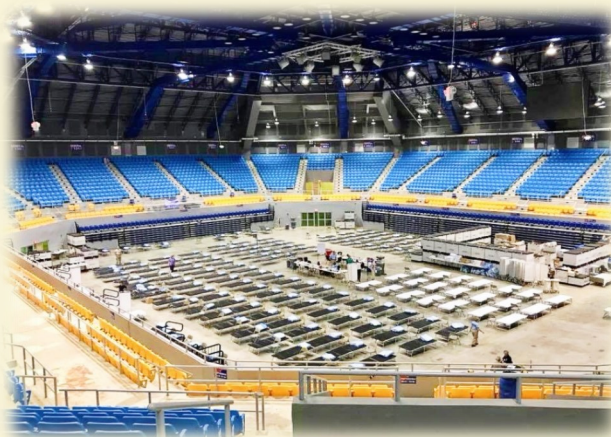
A deployment like this is often last minute with usually less than a day to pack and get on a plane, this leaves your own personal life upended and put on hold. "I felt like I was paid back 10-fold by the local people just in their appreciation of us being there" said Ryan. This was a resounding theme from those I

interviewed about their deployment and I could see that they truly cared about the mission and helping others when the need arises.

Even with the short time the team was there they felt as if they barely made a dent in what was really needed but the impact was felt by the local population. One local resident who could not speak English when she met Dayna took the time to learn some English during the day. As Dayna was preparing to leave this woman came to her and said "But I love you, don't go".

Even with all the challenges the teams faced during the mission a common theme arose, people really cared, stepped up to help and went above and beyond when it was needed. Even though more help is still needed for Puerto Rico and they are a long way from recovery the local people greatly appreciated all of the help that they were getting.

Reference: The Atlantic.com, What's happening with the relief effort in Puerto Rico, Robinson Meyer, October 4, 2017. Retrieved from <https://www.theatlantic.com/science/archive/2017/10/what-happened-in-puerto-rico-a-timeline-of-hurricane-maria/541956/>





Who's Who

## Employee Spotlight

By: Sandra Kidd

Roseburg VA Medical has a good size campus with many buildings. If it weren't for Bob Decker you may not be able to find your way around. Bob is our 'Sign Guy'; responsible for all interior and exterior signage.



Photo Credit: Sandra Kidd

Bob was born in Pasadena, CA and grew up in Monrovia, CA in a house that held three generations. His ancestors came to the area in 1848, making him a 5<sup>th</sup> generation native Californian. After high school, Bob moved to Newport Beach, CA to be near where he played in two-man beach volleyball open tournaments. In 1974, he started taking classes at Pasadena City College. It took him two years to earn a Certificate of Sign Art. That was back before computers, when signs were hand painted.

Before long, Bob met his lovely wife, Peggy, and they got married in October 1980. They have a son, Drew, who is currently in grad school at Portland State University seeking a degree in Family, Marriage, and Child Counseling. Bob and his family lived in Santa Rosa, CA until they moved to Roseburg, OR in 1990. They had extended family living in the area, so

they bought 2.5 acres in Melrose, where they still live.

From 1993 to 2013, Bob owned his own sign business, Decker Computer Graphics. He became a VA service contractor on Nov 14, 2003, on an as needed basis, until his extended contract expired on Apr 30, 2008. On October 9, 2012, Bob became an intermittent employee at the Roseburg VA and a full-time employee on March 8, 2015.

"VA has been such a reward to me, it is the greatest gift to work here" says Bob. He is not a Veteran himself, but he loves to be able to help them out somehow with his work. Bob explains, "People are already stressed when they are in this setting. If I am able to help someone find where they need to go," by making clear, readable signs and putting them in the right places, "there is no amount of money that can give you that kind of satisfaction." His philosophy is that we, as VA employees, need to smile at everyone we come across throughout our day; because you never know whose day you will brighten and it makes people feel welcome. Bob will even stop and chat with Veterans or ask if he can assist them in some way if he sees them around the hospital.

Bob gets along with everyone, co-workers and

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Photo Credit: Sandra Kidd

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Veterans alike. He's a workaholic and does his best to make signs that compare to what the requestor has asked for. Bob says, "If I can envision it, I can

build it." You can tell that Bob is detail



Photo Credit: Sandra Kidd

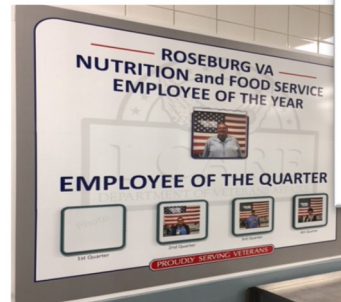
oriented person by the way he remembers exact dates and names. He really enjoys his work and keeps an eye on the budget when making signs adding, "I'm all about saving money. That's what's been fun for me." He showed me several past projects and explained the ways he could make

beautiful signs, but found cost cutting ideas to save VA money.

In his spare time, Bob likes to practice photography and he has been restoring a 1967 Volkswagen Bug from the ground up. He has shown it in car shows and won awards for his work. In 2007, Bob was diagnosed with prostate cancer and had surgery to remove it. In 2015, his doctor informed him that the cancer was coming back, so he underwent radiation treatment five days a week for two months. He scheduled his treatments for late afternoon and never missed any work because he didn't want his absence to reflect poorly on VA. That tells you right there what kind of employee Bob is...dedicated.



Photo Credit: Bob Decker





# Charlotte

By: Sandra Kidd

You may not be aware that the Community Living Center (CLC) has a special resident, Charlotte the cat. Charlotte is approximately 2 years old and came from the Saving Grace animal shelter. She is not the first cat they have had living there, first there was Oliver who stayed for 13 years. It has been a while though, since it took four years to go through all the paperwork and approvals to get her here.

Charlotte is considered a therapy cat and is VA property. VA takes care of all her needs, such as food, veterinarian care, etc., but there is also a Pet Fund, filled by donations, that she shares with the therapy dog, Lola. She has also received items by donation, such as her cat tree. The Cat Committee (best committee ever!!) meets regularly to discuss Charlotte's care and well-being. Netta Leong, physical therapist, is the one who championed the idea of getting a cat and did a lot of the work to get her here.

Charlotte's home base is the physical therapy room in the CLC. She has a fancy 2-story roomy kennel, toys,

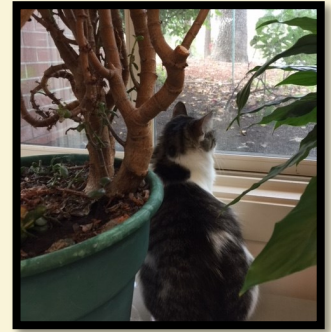


Photo Credit: Sandra Kidd

food, water, and cat tree with her. She is put in her kennel and locked up for the night, but she can mostly roam free during the day. She can go into the court yard, where she tries to hunt squirrel, or walk the hallways or visit patients in their room, if they allow it.

Charlotte loves people and has the qualities you need in a therapy cat such as, friendliness, patience, confidence, gentleness and the ability to be at ease in all situations. She has been pleasant with the people she meets, as well as other animals and children, if not a tad bit weary. They keep her claws trimmed and a box of band-aids, just in case.

When the CLC recently had a Long-term Care Survey done, they passed with zero demerits, to include Charlotte, which made Netta and the rest of the Cat Committee happy.

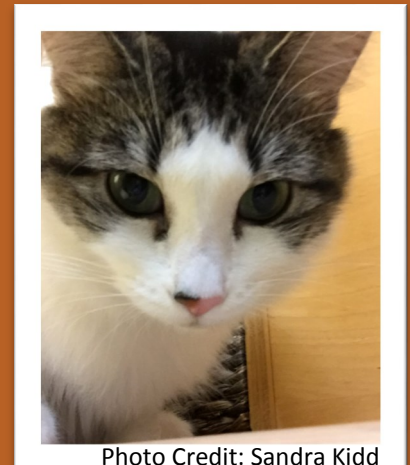
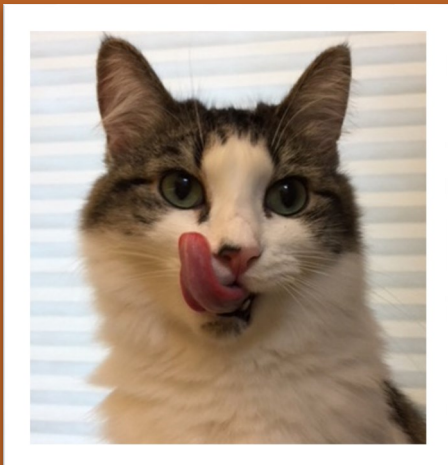


Photo Credit: Sandra Kidd



## Please help us welcome the newest employees at Roseburg VA Health Care System!

The following staff new, no photo available.

Michael Holcomb (SPS Eugene)  
Robert Bustos (MSA Roseburg)  
Corey Helling (RT Eugene)  
Kathryn Linneman (LPN Roseburg)  
Danielle Enos (CAN Roseburg)  
Moises Lucero (RN Roseburg)



Becky Brown  
RN  
Eugene



Tessa Reeves  
Phlebotomist  
Path & Lab



Taryn Mattingly  
RN-PACT  
Primary Care



Alisha Slate  
Med. Instr. Tech  
Cardio Pulmonary



Cameron Khor  
Hospitalist  
Roseburg



David Wilson  
Purchasing Agent  
Logistics



Dean Teter  
Emer. Mngt. Coord.  
FMS



Hunter Rennels  
Purchasing Agent  
Logistics



Jennifer Prunty  
Optometrist  
Surgical



Robert Barnette  
Food Service  
Nutrition & Food



Sally Murray  
Nursing Assistant  
Roseburg



Shannon Wilcox  
Program Director  
HBPC



Sheryl Eriksen  
Nurse Case Mngr.  
Primary Care



# November Birthdays



Bonita Acosta  
Susan Alexander  
Samantha Allen  
Hilary Anderson  
Stephen Averett  
Trish Bachmeier  
Jeneen Binder  
Deborah Burr  
Bethany Caldwell  
Stewart Campbell  
Joseph Campman  
Eric Chapman  
Karla Choy  
Gretchen Cole  
Anthony Collier  
Rachael Collier  
Paul Cook  
Ryan Cooper  
David Corey  
David Corey

Mary Curtiss  
Jon Dick  
Lindsey Dillon  
Jennifer Frost  
Craig Gugel  
Maurice Gunyon  
Joel Hazzard  
Veronica Hernandez-Sanborn  
Casie Hileman  
Cameron Hill  
Eugene Holthouser  
Kevin Hoque  
Steven Hubbard  
Peter Hughes  
Brooke Hunt  
Kevin Illies  
Marjorie Jackson  
Emilie Kessen  
John Kilby  
Tammy Kinney  
Kimberly Lee  
Amber Lepre

Barbara Lerch  
Jessica Littlefield  
Deborah Madden  
Jeremy Massoud  
Cortney Mataya  
Robert McNally  
Kelly Mead  
Monica Moir  
Darci Moody  
Enna Moreno  
Carl Mullen  
Bruce Neal  
Bryan Nestripke  
Teresa Norris  
Shannon O'leary  
Douglas Paxton  
Mckenzie Pittman  
Jacob Porter  
Dinesh Ranjan  
Carol Reinhart  
Kari Rhode  
Rosemary Richards  
Anthony Rocco

Elizabeth Ruegg  
Clinton Savage  
Yun Sawyer  
Wendy Schulze  
Darrell Spigen  
Leah Stall-Wheeler  
Benita Terry  
Tylenne Thomsen  
Danielle Trifonov  
Richard Van Burger  
Danny Whitehead  
Justin Wilde  
Troy Wilder  
Janis Wilson  
Devin Workman



It was fun to see everyone dressed up on Halloween this year.

This was our favorite costume duo.

**Tina  
and  
Louis**





# Catch a Star

Making the Difference



## FY2017 Stats

1579 total stars were received in FY2017.

### Services with 6 or more:

5th Floor—18 **WoW!**

Call Center—8

ED—6

### Employees with six or more:

Seah Heyenga—22 **WoW!**

Vicki Jellison—9

Brandy Barraza—8

Jennifer Ellington—8

Deborah Graham—8

Melissa Green—8

Julia Hess—8

Mya Holder—8

Tiffany Arnold—7

Daniel McDonald—7

Vicki Pippen—7

Mike Palmer—6

Randy Feldman—6

Mary Curtis—6

Michelle Shackleford—6

Kelly Shockey—6

## November Catch a Star Winners

### Amanda "Amy" Gordon

Amazing service. I am a veteran employee and had a little eye emergency. Amy went above and beyond to help me and make sure I was taken care of. Amy always has a smile on her face and is willing to go above and beyond to help her veterans and fellow co-workers. Thank you AMY!



### Tauine Walton

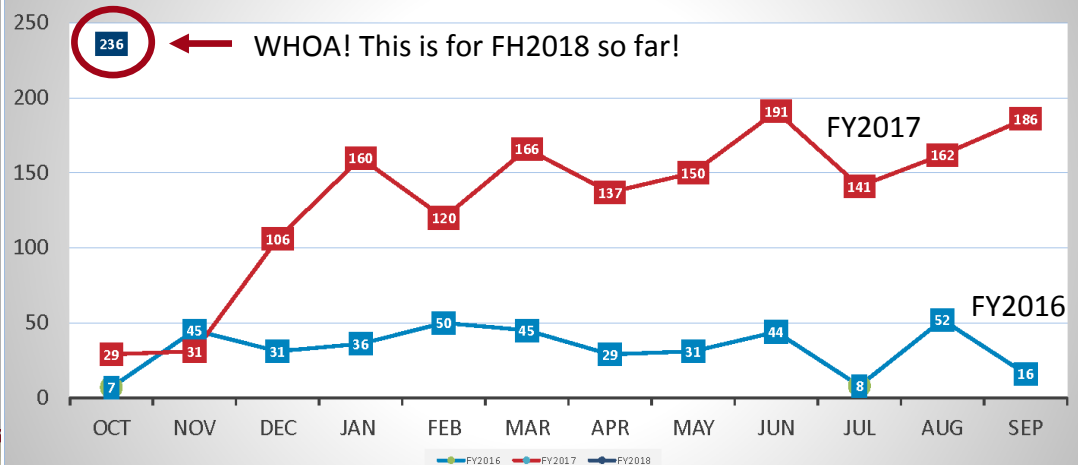
Tauine goes above and beyond for ALL VETERANS. She is professional, caring and sweet. She is always right there when we need her and is so willing to help. Such a bright spot to all of us.



### Jacqueline Ball

Dear Jackie. She's given me hope as both a veteran and an employee. She went out of her way to find a solution to my veteran-type problem. She got a team together for me. She's inspiring.

## Catch a Star Program





## Upcoming Events

*Happy Thanksgiving!*

Nov 23 All Day

American Legion Auxiliary Annual Christmas Gift Shop—Roseburg VA Auditorium

Nov 26 10:00am to 4:00pm

Outpatient Shopping

Nov 27 9:00am to 4:00pm

Inpatient Shopping

Nov 28 9:00am to 4:00pm

Inpatient Shopping

Nov 29 9:00am to 2:00pm

Inpatient Shopping and  
gift pick up for outpatients



Dec 15 11am

Lioness Film Screening

Eugene HCC, conf. room

For more event information, please [click here](#).

## Upcoming Veteran Town Hall Meetings

### BROOKINGS

**November 29, 2017**

5:00 P.M.—7:00 P.M.

Brookings VA Clinic

840 Railroad St

Brookings, OR 97415

### NORTH BEND

**November 30, 2017**

5:00 P.M.—7:00 P.M.

North Bend VA Clinic

2191 Marion Ave

North Bend, OR 97459

### ROSEBURG

**December 12, 2017**

5:00 P.M.—7:00 P.M.

Roseburg—Bldg 16, Auditorium

913 Garden Valley Blvd

Roseburg, OR 97471

## Upcoming All Employee Meetings

### BROOKINGS

**November 29, 2017**

1:00 pm

Brookings VA Clinic

### NORTH BEND

**November 30, 2017**

1:00 pm

North Bend VA Clinic

### ROSEBURG

**December 12, 2017**

7:30 am, 12:00 pm & 3:30 pm

Building 16, Auditorium

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The RVAHCS Relay is a monthly electronic publication produced by the Public Affairs Office at Roseburg VA Healthcare System.

### Questions / Comments / Article Submission / Ideas / Etc.

Please email us at: [VHAROS-PublicAffairs@va.gov](mailto:VHAROS-PublicAffairs@va.gov)

For RVAHCS Events—Please visit our calendar at:

[www.roseburg.va.gov/calendar.asp](http://www.roseburg.va.gov/calendar.asp)

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